

25 FEB 1988

EPDS

C8620032

MARK SCHULZINGER

Psychologist

528 Woodruff Bldg.

Springfield, Missouri 65806

Phone: Office 831-1118

Home 865-0539

February 13, 1988

Anchor Hocking Corporation
Lancaster, OH 43130

MFR/
MFR/PRVLBR NOTIFIED

No Comments made

Comments attached

Excisions/Revisions

Sirs:

The other week I purchased an Anchor Ovenware "Kitchen Classic" 2 quart utility dish. On Friday, February 7, my wife prepared our Sabbath meal in it. Three minutes before we were ready to remove it from the oven it obligingly shattered into a myriad of bite-sized pieces, completely ruining our supper.

The food market from which we purchased this item was kind enough to replace the food that your product ruined and offered to replace the baking dish. On the latter offer they were too late -- I went out Saturday night and purchased a \$60 aluminum baking dish to take the place of your defective product.

I realise that I have just placed you in a no-win situation. You can't mollify me by sending me another dish; I won't accept it. You can't assure me that this was just an unfortunate accident; I won't choose to believe you because lack of proper annealing may produce one or two cracks but not such a massive shattering of the product.

I have lived too long to put up with poor workmanship more than once. The manufacturer who produces a shoddy product never gets my business again -- and I let everyone know about it. The score in my kitchen is now Dow-Corning - 7, Anchor Hocking - 0. I intend to keep it that way.

7/3/82
MFR/PRVLBR NOTIFIED

No Comments made

Comments attached

Excisions/Revisions

Firm has not requested

further notice

EPDS

FEB 21 1988

Mark Schulzinger
Clinical Psychologist

cc: Consumer Product Safety Commission

0461

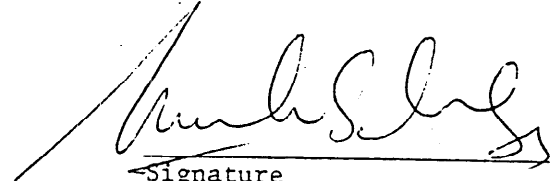
N

If you have any changes, additions, or comments you wish to make concerning your attached report, please make them in the space below.

26 APR 86

11:11

I confirm that the information in the attached report (including any changes, additions, or comments I have made) is accurate to the best of my knowledge and belief.


Signature _____ Date 3-3-86

☐

Do not release my name.

☐

You may release my name to the manufacturer but not to the general public.

☒

You may release my name to the manufacturer and to the public.

C^o 620032/0461
2-25-86